

Sprint MessengerSM

Email on the Go

User Manual

<i>Version No.</i>	<i>1.3</i>
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1.0 What are the system requirements?

Supported Operating Systems:

Microsoft Windows® 95 (OSR2), Windows 98, Windows 2000, Windows XP, Windows NT 4.0 and Win Millennium


Supported Browsers:

Microsoft® Internet Explorer 4.x and higher; Netscape® Navigator 4.5 and higher

2.0 System Overview

2.1 How do I enter the system?

Go to <http://www.sprintmessenger.com>

 **Sprint.** One Sprint. Many Solutions.™

Sprint.com

Sprint Messenger™ One to Many Messaging Email on the Go

Welcome to Sprint Messenger™


Member Log in
User Name

Password

☒ Remember user name
Log in
[Forgot your password?](#)

Connect or stay in touch now with Sprint Messenger!

With Sprint Messenger, utilize services such as One to Many Messaging and Email on the Go to save time by managing voice and email messages more efficiently.




One to Many Messaging

→ [See a demo](#)
→ [Pricing](#)
→ [Try for free](#)

Special Offer
Get your first month free with no commitment!

Send, receive and forward messages!
[Details](#)





Email on the Go

→ [See a demo](#)
→ [Pricing](#)
→ [Try for free](#)

Special Offer
Get your first month free with no commitment!

Forward your important emails to your phone
[Details](#)



 **TeleMessage**
POWERED BY

Enter your user name and password in the corresponding fields and click on the **Log in** button.

Note

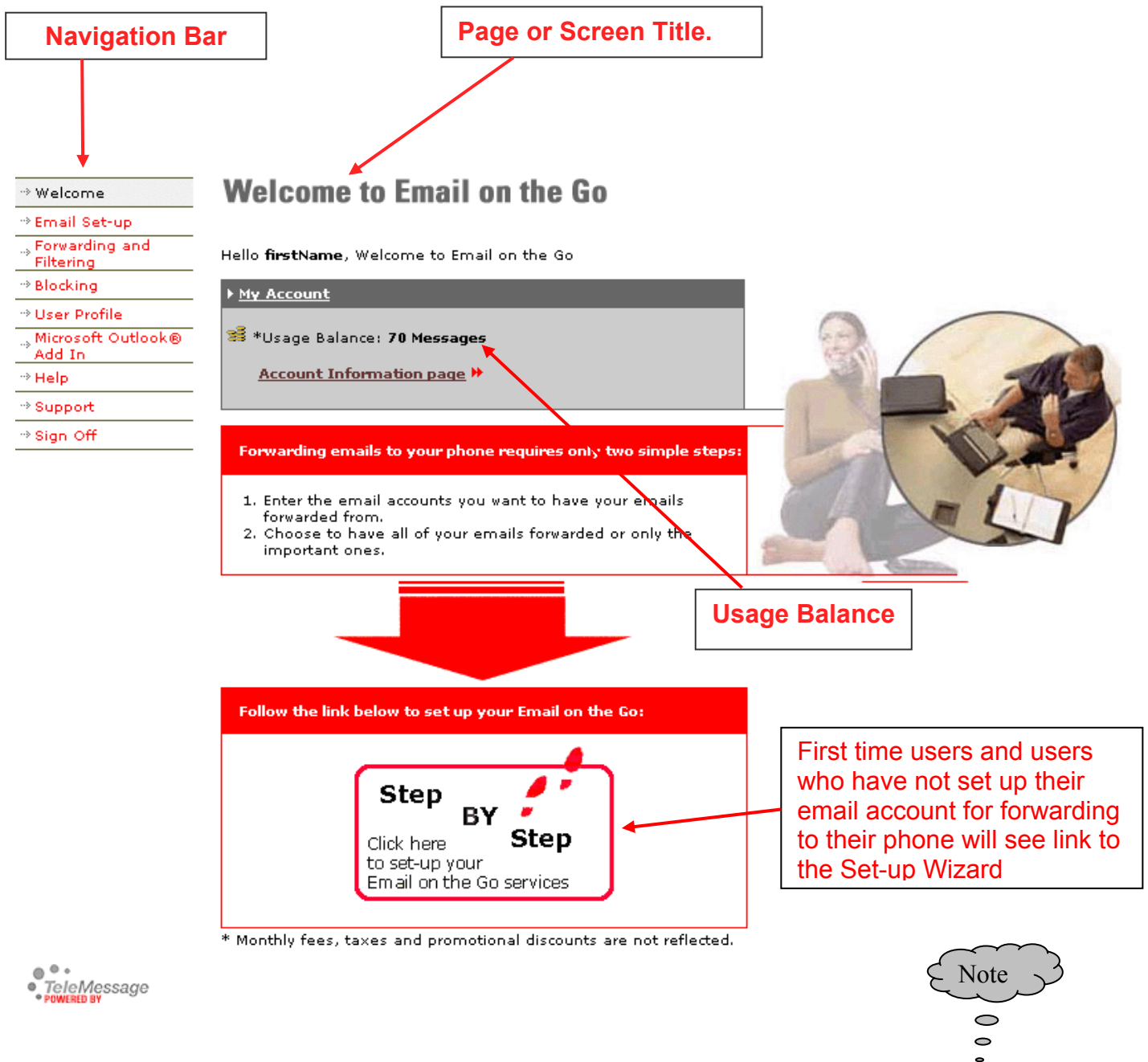
If you have forgotten your password, click on the **Forgot your Password** link, enter your User Name and your Email address. Your password will be sent to your email immediately.

Note

If you wish the system to remember your User Name the next time you login, click the checkbox next to **Remember user name**.

2.2 Welcome Page

The Welcome Screen is the first screen you see once you log on to the system. From the Welcome Screen you can check the voice messages remaining in your account. In addition, there are several short cut links to your Email Set-up, Forwarding and Filtering, Blocking, User Profile, and Account Information pages, as well as helpful tips.



Navigation Bar

- Welcome
- Email Set-up
- Forwarding and Filtering
- Blocking
- User Profile
- Microsoft Outlook® Add In
- Help
- Support
- Sign Off

Page or Screen Title.

Welcome to Email on the Go

Hello **firstName**, Welcome to Email on the Go

My Account

- *Usage Balance: **70 Messages**
- [Account Information page](#)

Forwarding emails to your phone requires only two simple steps:

1. Enter the email accounts you want to have your emails forwarded from.
2. Choose to have all of your emails forwarded or only the important ones.

Usage Balance

Follow the link below to set up your Email on the Go:

Step BY Step

Click here to set-up your Email on the Go services

Note

First time users and users who have not set up their email account for forwarding to their phone will see link to the Set-up Wizard

* Monthly fees, taxes and promotional discounts are not reflected.

TeleMessage
POWERED BY


Use the Navigation Bar or use the shortcuts appearing on the welcome page, to navigate through the Sprint Messenger Email on the Go web site.

- Welcome
- **Email Set-up**
- Forwarding and Filtering
- Blocking
- User Profile
- Microsoft Outlook® Add In
- Help
- Support
- Sign Off

Welcome to Email on the Go

Hello **firstName**, Welcome to Email on the Go

My Account

 *Usage Balance: **70 Messages**

[Account Information page >>](#)

Change Email Account Information.

Add email accounts, delete email accounts or change your email password.


[? HELP](#)

Set Important Email Rules

Create Forwarding Rules to determine which emails you wish to receive.

[? HELP](#)

Do Not Disturb




Set times when you don't want emails forwarded to your phone.

[? HELP](#)

Email on the Go with Microsoft Outlook®

Download the Microsoft Outlook® Add in. Forward emails from your corporate account. Even from behind a corporate firewall.

[? HELP](#)



Returning users can make updates and changes by clicking on the menu or the description boxes

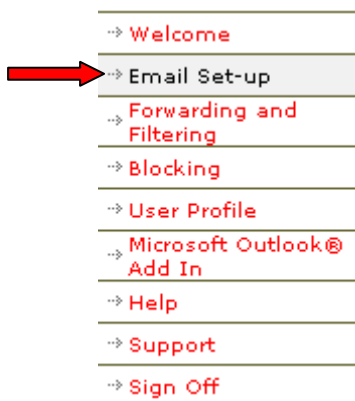
Step

Click here to set-up your Email on the Go services

2.3 How do I receive my emails from existing email accounts as wireless text message alerts?

You can retrieve emails from external email accounts and have them delivered to your wireless text message (SMS) enabled wireless phone. (SMS services may be required)

Click **Email Set-up** in the navigation bar.



The **Email Set-up** screen opens up:

Email Set-up

[Help](#)**Update****Cancel**

Forward emails to your phone! Read, listen and respond to the emails. You will be able to listen to any of the last 100 forwarded email messages to your mobile phone if you store the SMS on your phone. For more information click on the help button above.

Email Account Information

Mail Server Type

POP3 ▾

Mail Server

 (for example: mail.earthlink.net)

User Name

Password

You can retrieve email from up to three external accounts. Follow these steps below for each accounts.

1. Choose your mail server type - POP3 or IMAP - from the **Mail Server Type** drop down list.
2. Put your mail server's address in the **Mail Server** field. Contact your ISP for assistance with this or you can use the procedure below to determine it yourself
3. Enter your email account User Name and Password in the User Name and Password fields, respectively.

When you are done entering the information for your email accounts click the **Update** button.

Email Set-up

[Help](#)**Update****Cancel**

Forward emails to your phone! Read, listen and respond to the emails. You will be able to listen to any of the last 100 forwarded email messages to your mobile phone if you store the SMS on your phone. For more information click on the help button above.

Email Account Information

Mail Server Type

IMAP ▾

Mail Server

 mail.mycompany.com (for example: mail.earthlink.net)

User Name

 myname

Password

☒ To activate this account

Mail Server Type

POP3 ▾

Mail Server

 pop.my_isp.com (for example: mail.earthlink.net)

User Name

 me

Password

☒ To activate this account

A selected checkbox appears below each email account actively forwarding email messages to your wireless phone. To stop emails from being forwarded from specific accounts uncheck the box in front of “To activate this account” and click on the **Update** button. To reactivate an account check the box in front of “To activate this account” and click on the **Update** button.



You can provide up to three different mail account details.

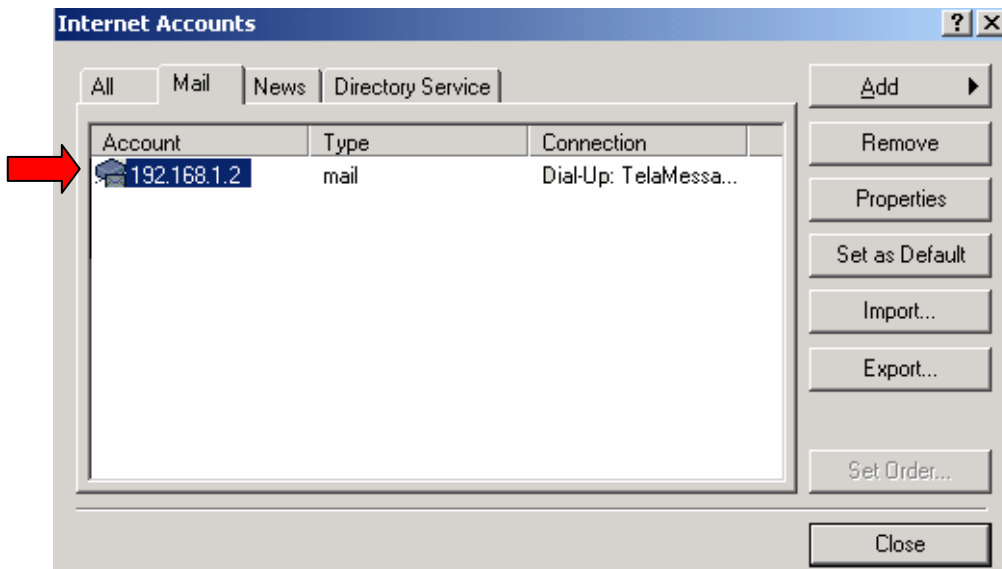


Messages that are sent to your wireless phone as a wireless text message can be heard by using the SMS callback option.

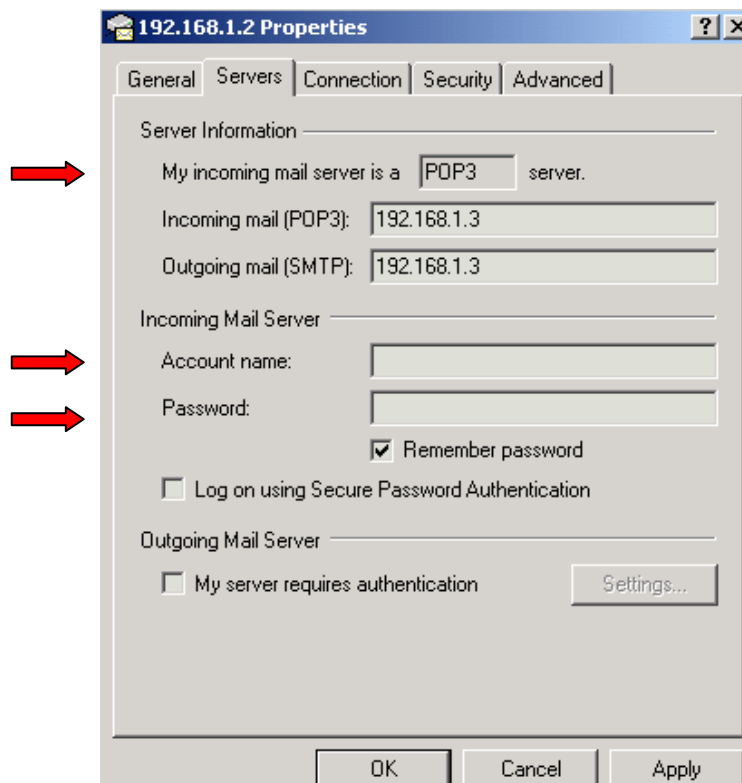
How to get the POP3 Mail Server and User Name:

For Outlook Express:

- a) In "Tools" menu, choose "Accounts".
- b) Double click on your email account provider address.



- c) Choose the "Servers" tab:

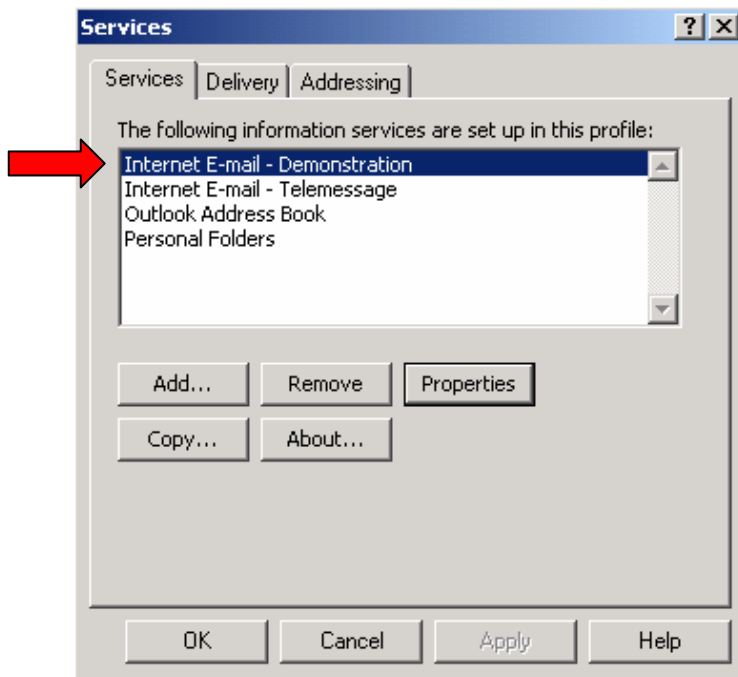


Copy the "Incoming mail (POP3)" into the **Mail Server** field.

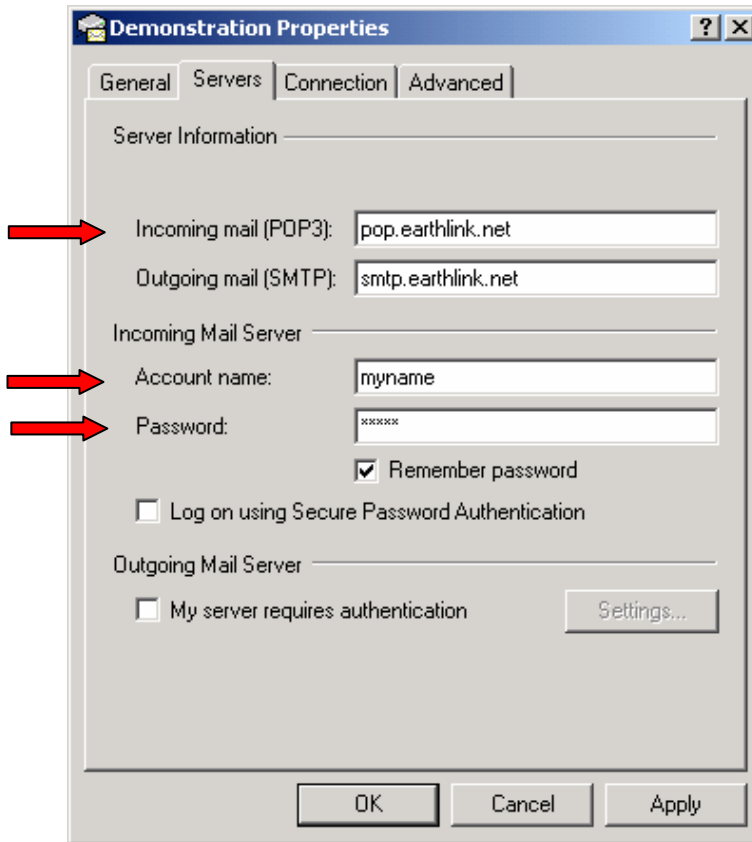
Copy the "Account name" into the **User Name** field.
You will also need the **Password** field.
If you do not remember your password, contact your ISP.

For Microsoft Outlook®:

- a) In "Tools" menu, choose "Services":
- b) Double click on your email account provider address.



c) Choose the "Servers" tab:



Copy the "Incoming mail (POP3)" into the **Mail Server** field.
Copy the "Account name" into the **User Name** field.
You will also need the **Password** field.
If you do not remember your password, contact you ISP.

2.4 How do I create a Forwarding/Filtering Rule?

Click **Forwarding & Filtering** in the navigation bar:



The **Forwarding & Filtering** screen opens up:

Forwarding and Filtering

[Help](#)

Filtering your SMS's

[Update](#)

Forward all the emails I receive from the following accounts to my SMS

☒ mail.mycompany.com (myname)

☒ pop.my_isp.com (me)

In order to set up a new email account please enter the [Email Set-up](#) page.

Advanced Forwarding and Filtering

To only receive your important emails to your phone you need to create rules to define what is important.

[New Rule](#)[Delete](#)[Enable](#)[Disable](#)

You do not currently have any custom rules. To create a rule, hit "New Rule".
To view an example click [here](#)

All email accounts that you have set-up to have your emails forwarded to your phone will be listed. The checked check box before your email account indicates that Email on the Go is active for that account.

If you only wish to receive important emails, and not all emails, you need to set-up rules to define what is important. A rule is a series of steps that allow you to filter your incoming messages based on selected criteria, and those messages will be forwarded to a device of your choice (wireless, home or business phone, or wireless text messaging). To create a new Forwarding and Filtering Rule, click on [New Rule](#). The New Forward/Filter Rule page opens:

New Forward/Filter Rule

[Help](#)

Add Cancel

New Forward/Filter Rule

Rule Name:

Select Account: ☒ mail.mycompany.com (myname)
☒ pop.my_isp.com (me)

If a message matches **ALL** of the conditions below, the action will be activated.
 Note: Empty phrases are ignored





Select Condition:

From: ☐ case sensitive

To/Cc: ☐ case sensitive

Subject: ☐ case sensitive

Select one or more of the following actions:

Forward to my: ☐  ☐  ☐  ☐ 

Other Type

- Choose Type -
 Home phone
 Mobile phone
 Business phone
 SMS

Add Cancel

To create a new Forwarding & Filtering Rule, follow these steps:

1. Enter a new Rule Name.
2. Select the account from which the messages will be forwarded. This can be any to all of your three external email accounts.
3. Enter your filtering criteria in the Select Conditions fields. You can filter on the *From*, *To/Cc*., or *Subject* fields.
4. Select the devices to receive your forwarded, filtered messages.
 - a. Check the checkboxes before each device to forward to any phone contained in your User Profile: Home Phone, Mobile Phone, Business Phone, or SMS.
 - b. Forward to another number by entering the number in the Other field and selecting the device type from the dropdown menu.

Once you have entered the criteria, click the **Add** button to create the rule. Your new rule will be created and listed on the Forwarding & Filtering page.

Advanced Forwarding and Filtering

To only receive your important emails to your phone you need to create rules to define what is it

New Rule

Delete

Enable

Disable

☒ Enabled

☒ Disabled

☒ Invalid

Edit Rule

Delete Rule

1 - 1 of 1 rule

<input checked="" type="checkbox"/>	1. Rule Name: Wife Important		
Account	pop.my_ism.com mail.mycompany.com		
Condition	If "To/Cc" contains: tjones@mycompany.com If "From" contains: maryjones@work.com If "Subject" contains: Important		
Action	Forward message to my: SMS		

1 - 1 of 1 rule

New Rule

Delete

Enable

Disable

Edit Rule

Delete Rule

Manage Rule

2.5 How can I block my devices from receiving messages?

Click **Blocking** in the navigation bar:



The **Blocking** screen opens up:

Blocking

[Help](#)

Update **Cancel**

Blocked Device	Blocking Hours	
<input type="checkbox"/> Block All	Start at <input type="text"/>	End at <input type="text"/>
<input type="checkbox"/> Home phone	Start at <input type="text"/>	End at <input type="text"/>
<input type="checkbox"/> Mobile phone	Start at <input type="text"/>	End at <input type="text"/>
<input type="checkbox"/> Business phone	Start at <input type="text"/>	End at <input type="text"/>
<input type="checkbox"/> SMS	Start at <input type="text"/>	End at <input type="text"/>

Do you wish to get the message after the blocking hours? ☒ Yes ☐ No

Note: Blocked Devices will not receive messages during blocking hours

Update **Cancel**

On this screen you can block any device or all devices that are registered in your User Profile from receiving messages. To block a device, click the checkbox next to it and select the blocking hours in the **Start at** and **End at** dropdown menus to the right of each device. No messages will be received between those specified hours. If you do not select specific hours then the device will be blocked completely. To receive messages the moment the blocking period is over answer **Yes** to 'Do you wish to get the message after blocking hours?' When you are done, press the **Update** button.

Only messages originating from Email on the Go are blocked. Messages sent to you by someone not using the system will reach you without delay.

Note

2.6 How I do change my user profile?

Click **User Profile** in the navigation bar.



The **User Profile** screen opens up:

Required fields - Part 1:

User Profile

[Help](#)

Update

Cancel

Required Information

Service Level	\$4.95 - Email on the Go [Account Information page]	
First Name	<input type="text" value="firstName"/>	MI <input type="text"/>
Last Name	<input type="text" value="lastName"/>	
User Name	2290	
Password #	<input type="password" value="••••"/>	(Digits only)
Confirm Password	<input type="password" value="••••"/>	
Home Address	<input type="text" value="my hone address"/>	
City	<input type="text" value="my city"/>	
Zip/Postal Code	<input type="text" value="12345"/>	
Time Zone	<input type="text" value="(GMT-05:00) EST"/>	
Language	<input type="text" value="English (United States)"/>	
State	<input type="text" value="Massachusetts"/>	
Country	<input type="text" value="United States"/>	

Password: Type in the password with which you will use to log in to the system. The password can only have digits; letters are not allowed.

Additional fields - Part 2

Please enter the following devices:

	Country	Area	Telephone	Ext
Home phone #	+1 - United States ▾	617	1234567	
Mobile phone #	+1 - United States ▾	617	1234567	
Business phone #	+1 - United States ▾	617	1234567	123
Email	myname@sprint.com			

Update **Cancel**

Enter your phone numbers and email address in these fields. When you are done, press the **Update** button.

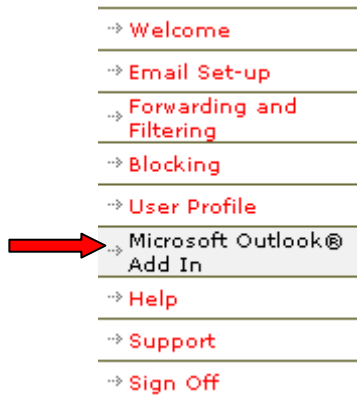
2.7 Can I shut down my computer and still have Email on the Go forward my emails to my phone?

We recommend that you shutdown your computer or at least close your email program at night. Email on the Go polls your email server every hour for your new email, not the email inbox you see on your desktop. The emails retrieved from your email server are then passed onto your phone. Email on the Go lets you secure your computer when you are away and still receive your emails to your phone.

2.8 How can I use Email on the Go from Microsoft Outlook®?

You can use Email on the Go with Microsoft Outlook®.

Click **Microsoft Outlook® Add In** in the navigation bar.



The **Microsoft Outlook® Add In** screen opens up:

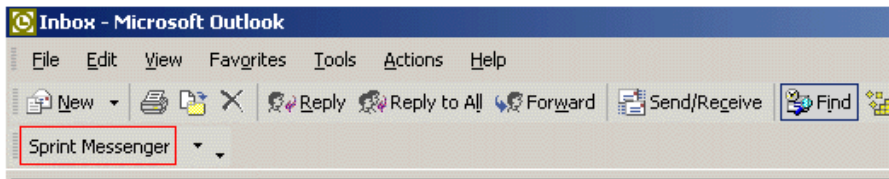
Microsoft Outlook® Add In

Add Email on the Go to Microsoft Outlook®:

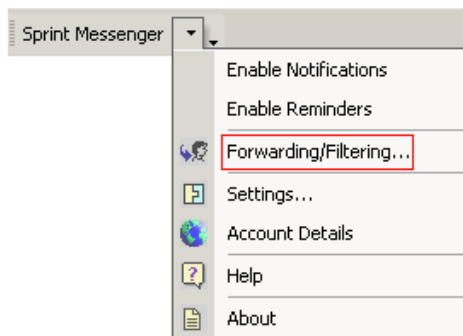
- Forward your email to your mobile phone
- Have your email message read aloud to you
- Reply to emails and forward them from your mobile phone
- Receive calendar notifications to your mobile phone
- Even from behind a corporate firewall

All from your Microsoft Outlook®

We add the Sprint MessengerSM Button to your Microsoft Outlook® toolbar

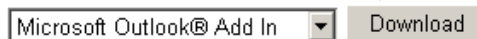


Everything is here to activate Email on the Go from Microsoft Outlook®



Select Sprint Microsoft Outlook® Add In from the dropdown menu and click the Download button. Then follow the on screen instructions to add the Sprint Messenger button to your Microsoft Outlook® toolbar.

Start enjoying the world of Email on the Go from Microsoft Outlook® now



Learn more about the Sprint MessengerSM Microsoft Outlook® Add In

Download the [Sprint Messenger Microsoft Outlook® Add In Quick Reference Guide](#) (284 KB)
Or view our [Online Help](#) pages.